

## **CATEGORY: HOUSING**

### **INSTALLATION: OVERVIEW**

#### **IN PROCESSING AT HOUSING:**

All military personnel need to in-process at the Housing Office within seven days of their arrival.

Single soldiers in the pay grade of E4 and below are normally housed upon their arrival in the barracks. If there is not space in the barracks, they will be authorized Temporary Lodging Allowance (TLA) until space becomes available. Single soldiers in the pay grade of E5 and above normally are required to reside off post in private rental housing. They will be given an off-post housing briefing and assistance in obtaining a private rental unit. Please refer to the Housing Category topic, Installation-Government, for additional information on housing for unaccompanied service members and the topic, Local Community-Housing Allowances, for information on sharing residences.

Accompanied service members will be placed on the appropriate waiting list for government family housing, based on their rank and bedroom requirement. In the event that government quarters are not projected to be available within 30 to 60 days, these families will be required to seek off-post private rental housing.

Service members cannot be placed on the waiting list prior to their arrival in Vicenza. Once they in-process at housing, their eligibility date on the waiting list will be adjusted according to the date they departed their previous duty station.

#### **HOUSING OVERVIEW:**

Because private rentals and all government family housing are located off post throughout neighboring communities, you should ship your vehicle to arrive when you arrive. Currently, the Vicenza Housing Office lists approximately 1,260 private rental units.

NOTE: Four bedroom quarters are in very short supply. Concurrent travel normally is not approved for personnel with a 4-bedroom requirement unless government quarters are projected to be available within 60 days of arrival or service member agrees to reside on the economy.

The average time to secure private rental housing is 30 days.

Most Italian landlords do not allow pets. Large aggressive breeds of dog, for example, pit bulls or rottweilers are not welcome in Italy. They must be muzzled and on a leash whenever they are outside the home.

For the most part, there are only apartments in Italy. Single houses can be found but they are very expensive. Four to five bedroom housing is difficult to locate and often exceeds housing allowances. Italian bedroom sizes are smaller than the normal bedroom size in the United States and do not have built-in closets. Wardrobes will be supplied by the Centralized Furnishings Management Office (CFMO): one per person plus one extra per quarters. Due to climate and custom, floors are wood, ceramic or marble, not carpeted. Normally there are no fully fitted kitchens, however, major appliances and cabinets are issued by CFMO. Washers and dryers also are issued.

Do not ship American major appliances, as they do not work correctly with Italian 220 current, even with a transformer. Either 220-volt or automatic dual voltage 110/240-volt appliances are the best to use. 110-volt items require a transformer. Appliances with motors may suffer when used

due to the difference in cycles. Transformers do not convert cycles.

Private rental units are considered a part of the Housing inventory. Vicenza is different from other areas. If you take private rental quarters, you are expected to remain your entire tour. Concurrent family travel is being granted for every category except four bedroom requirements or larger.

NOTE: For private rental housing a one to three-month deposit is usually required. Advances may be made available for all up-front costs. Service members are provided approximately 85% of their total housing costs in BAH/OHA. Congress expects the service member to meet the other 15% out of base pay.

Italy is a full JFTR weight allowance area and the following furnishings' support is provided: Loaner sets of furniture to cover household good shipments, 90 days incoming and 60 days outgoing, and must be returned once household goods are received. Loaner sets consist of: beds, tables, chairs, davenports, easy chairs, dressers, chest of drawers, lamps and mirrors. Supplemental loaner items may be provided based on availability; i.e. hutch, buffets, desks, bookcases. Subject to availability and approval, certain loaner furnishings may be authorized for the term of the service member's tour. Permanent issue items which are provided for duration of assignment to this community are: appliances, wardrobes and kitchen cabinets (if not built in), light fixtures and medicine cabinets (if not provided with quarters) and transformers. Major appliances provided: washers, dryers, cooking ranges, dishwashers and refrigerators.

IMPORTANT! The ACS loan closet DOES NOT PROVIDE bed linens, blankets, pillows, towels or shower curtains. Plan to bring or ship these items to save unnecessary expenses.

Please see Housing Category Topic, Installation-Government, for additional information on housing availability and procedures.

♦ [Directorate of Public Works \(DPW\), attention: Housing Division](#) ♦ [Housing Office](#)

**Directorate of Public Works (DPW), attention: Housing Division**

The Housing Office is located off post on Via Casermette, Building 107. Hours of Operation are Monday-Friday from 08:30 – 12:00 and 13:00 – 16:00 with the exception of Thursday which is 10:00-12:00 –13:00-16:00. The Housing Office provides assistance to members of the Vicenza Military Community in obtaining government housing and private rentals.

Street Address

Housing Office  
Unit 31401, Box 15  
APO, AE 09630

Phone/Fax/DSN

Phone: (c) 011-39-0444-717608  
Phone: (c) 011-39-0444-717458  
Fax: (c) 011-39-0444-717620  
DSN: 634-7608/634-7458

**Housing Office**

The Housing Office assists members of the Vicenza Military Community in obtaining housing. It is located off post on Via Casermette, Building 107. Hours of Operation are Monday through Friday from 8:30 am to 4 pm.

Street Address

Unit 31401, Box 15  
APO, AE 09630

Phone/Fax/DSN

Phone: (c) 011-39-0444-718583  
Phone: (c) 011-39-0444-717608  
Phone: (c) 011-39-0444-717485  
Fax: (c) 011-39-0444-717620  
DSN: 634-8583; 634-7608; 634-7485

## TEMPORARY LODGING

ARMY LODGING, EDERLE INN, CASERMA EDERLE:

Lodging accommodations are provided to authorized soldiers and Department of Defense Civilians.

PCS reservations are accepted up to 60 days in advance, and TDY reservations are accepted up to 45 days in advance. Official Travelers must present a copy of orders at check-in. Individuals on leave not incident to PCS and active duty retirees with or without family members, family members alone and relatives and guests of soldiers assigned to the installation can reserve rooms 25 days in advance. Reservations can be made for up to 25 days.

Check-in time is between 3 - 6 p.m. Reservations are held beyond 6 p.m. only if guaranteed by a credit card. If the traveler fails to cancel a guaranteed reservation by 6 p.m., the traveler will be responsible for one night's lodging. Any non-guaranteed reservations, not claimed by 6 p.m., will be canceled. Check out time is 11 a.m. Late checkouts are subject to a late fee equal to 50% of the Primary Occupant rate.

In the event of non-availability, a Certificate of Non Availability control number (CNA) will only be provided 14 days prior to the requested dates of stay.

PET POLICY: Pets are authorized in Towers Annex only, and accommodations are subject to availability on arrival. There is a fee per pet, per day. Non-availability of pet accommodations does not qualify for a Certificate of Non Availability.

The Ederle Inn provides lodging accommodations and associated services to all guests. The 22nd Area Support Group Housing Referral Office authorizes and approves the period of the Temporary Lodging Allowance (TLA) entitlement.

Space Available guests may compete for any available rooms that have been determined a no-show and are canceled at 6 p.m. Authorized travelers may sign the Space-A list daily between 6 a.m. and 6 p.m. Travelers must be present for Space-A call. A Space-A reservation is only for one night. Official travelers will be considered priority and will be accommodated first regardless of sign up.

Guestroom rates are: Standard Rooms \$58, Traditional Guest Rooms \$60, Distinguished Visitors Quarters \$75 per night. Additional Occupant fee: \$5.00 per person, per night. Children under 1 year old are free.

### ♦ Guest House

#### Guest House

The Ederle Inn is located in Building 345, Caserma Ederle. Hours of Operation: 24 Hours, 7 days per week.

#### Street Address

Ederle Inn  
Unit 31401, Box 80  
APO, AE 09630

#### URL/Email Addresses

Email: Ederleinn@setaf.army.mil

#### Phone/Fax/DSN

Phone: (c) 011-39-0444-718034  
Phone: (c) 011-39-0444718035  
Fax: (c) 011-39-0444-515380  
DSN: 634-8034/8035

## **GOVERNMENT HOUSING:**

Currently, the Vicenza Housing Office lists approximately 373 government-owned quarters in Villaggio Della Pace and 450 government-leased quarters in the surrounding communities.

Barracks are available for unaccompanied soldiers E1 through E4 (E6 are authorized to live in private rental housing and E5's may be authorized, depending on space in the barracks). Approximately 40% of soldiers reside in private rental housing.

Mandatory assignment to government quarters for incoming soldiers in the ranks of E1-E9 and O1-O4 is currently in effect for Vicenza, Italy. Mandatory assignments will be made when permanent government quarters are projected to be available within 30 days of arrival. Assignments will be made in accordance with AR 210.50 and the JFTR, Chapter 9. Failure to accept assignment to government quarters will result in forfeiture of Temporary Lodging Allowance (TLA) effective the date the quarters are available to move into; housing allowances will be forfeited as long as housing adequate for his/her grade and bedroom requirement is available. Personnel currently occupying government quarters will no longer be afforded the option of vacating those quarters, moving into economy quarters and receiving BAH and OHA. Requests for exceptions to policy will be approved/disapproved by the Chief, Housing Division.

Waiting times vary depending upon time of year and incoming personnel. Average waiting times are given in the Housing Category Overview Topic. Please contact the Housing Office to obtain the most up-to-date information.

**PET POLICY:** Pets are allowed in government-owned quarters in Villaggio and in some government-leased quarters. Every effort is made to accommodate families with pets; however, if there are no government quarters available accepting pets, a family would have to seek private rental quarters. Service members cannot stay on Temporary Lodging Allowance (TLA) because government quarters offered do not accept pets.

**EXCEPTIONAL FAMILY MEMBER:** The Housing Office makes every effort possible to accommodate exceptional family members and has some family housing units equipped for wheel chair access. The Housing Office coordinates with the EFMP Coordinator when notified of an Exceptional Family Member and then takes appropriate action.

**PRIVATE RENTALS:** Please refer to the Housing Category Topic: Community-Rent for detailed information on private rentals available through the Housing Office.

Be sure to read the Housing Category Overview topic for further information on obtaining housing.

## **INSTALLATION: LOAN CLOSET**

The Army Community Service Relocation Readiness Program Loan Closet offers to Soldiers and their families who are inbound or outbound the opportunity to borrow basic household items for temporary use. The maximum loan period is 60 days, and we request a copy of the sponsor's orders at the time the loan is made. The loan period may be extended upon request, if household goods' shipment is delayed.

The Loan Closet does not contain in its inventory bed linens, blankets, pillows, towels or shower curtains. Plan to bring or ship these items to save unnecessary expenses.

Frequently Requested Items		
Item	Number in Stock	Notes
Child car seats	20	infant and toddler sizes
Cribs*	0	not stocked
High chairs	12	includes booster seats
Ironing boards	20	standard size
Irons	25	variety of sizes, types
Kitchen ware	50 sets	variety of sizes, types
Play pens	4	standard size
Strollers	20	full size and umbrella
Transformers**	0	not stocked

\* Cribs and bassinets may be purchased at the PX.

\*\* The Centralized Furnishings Management Office (CFMO) may loan one transformer to each family to use during the period of their assignment depending on availability. The PX stocks transformers of varying sizes, and used transformers often are available for purchase at the Thrift Shop.

THE RELOCATION READINESS PROGRAM CAN HELP MAKE YOUR MOVE A LITTLE EASIER! Come see us at Army Community Service, Davis hall, Building 108, or call us at DSN 634-8525.

## **LOCAL COMMUNITY: HOUSING ALLOWANCES**

### **FINANCIAL ENTITLEMENTS AND ALLOWANCES**

#### **ADVANCE OF PAY:**

An advance of pay is to provide a soldier with funds to meet the extraordinary expenses of a government-ordered relocation. Advance pay is not authorized to pay off credit cards, car insurance, car payments, vacations, investments and miscellaneous expenses not a result of a direct PCS move.

Soldiers departing their permanent duty station are authorized no more than one month's base pay, less deductions, in advance.

All soldiers arriving at their new duty station may be entitled to two months' advance pay (unless the soldier received one month advance pay while in transit), for a total of three months' advance of pay. However, if a soldier waited to request an advance of pay until he/she arrived at the new duty station, he/she may be entitled to two months advance of pay at the new duty station.

Advance payments are not limited to soldiers with family members. However, soldiers without family members cannot qualify for an advance of pay in most instances. If a soldier without family members requests advance of pay, he/she must show that extenuating circumstances exist. If the evidence furnished is accepted and all other requirements are met, he/she may be paid an advance of pay.

Advance payments are normally prorated over 12 months. If extenuating circumstances exist which clearly show that a proration over 12 months would cause an undue financial hardship,

then a proration of up to 24 months may be granted. However, the soldier must have enough time left in service to allow the proration to occur.

Method of request for advance pay:

- \* DD Form 2560 must be properly filled out and submitted along with a copy of PCS orders.
- \* Soldiers in pay grades E1-E4 must obtain the commander's signature for those requests that are within 30 days of soldier's or family member's departure date or are within 1-60 days after the arrival at the new PDS. Soldiers in pay grades E5 and above may sign their own requests if the proration is for 12 months or less and meets the time parameters above.
- \* A request for advance pay exceeding one month and/or a request exceeding 30 days before departure or over 60 days after arrival at the new PDS will require the signature of designated officer in the chain of command higher than the unit commander.
- \* Written justification to the finance officer is required when any soldier, regardless of rank, requests an advance outside the normal parameters of proration of 12 months, two or more advance pays, and/or payment after 60 days of arrival or more than 30 days prior to departure.

#### FAMILY SEPARATION ALLOWANCE (FSA):

FSA (type I) is equal to the without family member BAQ rate. It was established to compensate for the cost of maintaining two households. FSA (type I) is authorized when soldier's family members do not live at or near the permanent duty station and when government quarters for the soldier are not available.

FSAll is currently equal to \$3.33/day (not to exceed \$100.00/monthly) only payable for periods of 31 days or more. It compensates for forced family separation. Soldiers with deferred travel are authorized this allowance, and soldiers whose command-sponsored tours are disapproved. Soldiers with deferred travel will only be authorized this entitlement not to exceed 60 days from the date transportation of family members is authorized, unless the additional delay is caused by the government. FSAll is also payable for TDY periods exceeding 30 days.

Contact your unit PSNCO for the proper completion and submission of DD Form 1561.

FSAll will be started upon in processing if soldier's family members are not traveling concurrently with the soldier and as long as the soldier has deferred travel authorized. FSAll will stop automatically upon soldier submitting the family member travel voucher when they arrive in command.

#### COST OF LIVING ALLOWANCE (COLA):

Cost of Living Allowance (COLA) is based on the grade, number of command sponsored family members in country, time in service, geographical location, availability of government mess and Euro rate.

COLA is not payable while in a Temporary Lodging Allowance (TLA), except when kitchen facilities are available.

COLA rates may change up to two times per month due to fluctuations in the Euro rate.

A soldier without family members is entitled to COLA at the 0 family member rate for any day during which a Government mess is not available for three meals a day at the PDS (drawing separate rations) or geographically single soldiers living off post.

COLA data is shown on the "Pay Data" line of the Leave and Earning Statement in the boxes titled "JFTR" and "DEPNS". The JFTR codes are ITO73 for Vicenza. The number of family members for COLA purposes are "0" for a soldier without family members not on a meal card, "9" for soldiers with a meal card, and "1-5" for soldiers accompanied by command-sponsored family members.

COLA is paid under the following conditions: (1) Soldiers authorized basic allowance for subsistence without family members, for whom Government mess is not available/impractical, are entitled to the COLA at the 0 family member rate, which is the "9" rate (barracks COLA). (2) Government mess available. Enlisted soldiers, without family members, for whom Government mess is available (meal card), are entitled to COLA at 47% of the 0 family member rate, to a maximum of "5" family members. (3) Soldiers are authorized an additional amount of COLA for each command sponsored family member.

#### ADVANCE STATION HOUSING ALLOWANCE (ASHA):

Advance Station Housing Allowance (ASHA) is available to assist soldiers in meeting high costs of renting or leasing housing on the economy. The advance ASHA may be prorated for 12 months. Commanders may request an exception based on financial hardship of the family to extend repayment beyond 12 months. However, repayment cannot go beyond the soldier's DEROS date or be less than \$50.00 per month. Contact the Housing Office for information on how to apply. See the Contact/Link for this topic for the Housing Office telephone number and hours of operation.

#### OVERSEAS HOUSING ALLOWANCE (OHA):

The Overseas Housing Allowance (OHA) program provides uniformed personnel assigned to overseas locations an allowance, which defrays additional housing costs. All soldiers who are authorized to live in privately leased/owned quarters are entitled to OHA.

OHA is payable when the housing expenses exceed Basic Allowance for Housing (BAH) or Family Separation Housing Allowance (FSH-type I). If the expenses do not exceed BAH or FSA-type I, then no OHA is payable.

OHA is comprised of two components: rental allowance and utility/recurring maintenance allowance. These allowances are periodically reviewed and updated based on costs reported by soldiers and changes in local currency rates. These updates will cause the amount of OHA paid each month to decrease or increase as applicable. Adjustments for currency fluctuations should have no impact in the purchasing power.

Rental ceilings are established for each pay grade and locality by an annual survey based on actual rental cost. The ceiling for unaccompanied personnel is 90% of the accompanied ceiling.

#### Approximate rental rates for PRIVATE RENTALS (on the economy):

1 BED ROOM FURNISHED:	\$600.00+
1 BED ROOM UNFURNISHED:	\$600.00+
2 BED ROOM APARTMENT:	\$750.00+
3 BED ROOM APARTMENT:	\$850.00+
3 BED ROOM DUPLEX:	\$1200.00+
3 BED ROOM HOUSE:	\$1350.00+
4 BED ROOM HOUSE:	\$1500.00+

NOTE: A one to three-month deposit is usually required.

If a soldier shares his residence, the total rent is divided by the number of sharers to determine

the soldier's prorational share of the rent. This amount is then compared to the appropriate rental ceiling and the soldier is entitled to the lesser of their proportional rental share of the rental ceiling. A soldier is considered to be sharing a dwelling when he/she resides with a spouse or family member who is either a soldier or a federal civilian employee entitled to a Living Quarters Allowance, or another soldier entitled to OHA and/or any person, excluding family members, who contributes toward rent, mortgage and/or utilities.

#### OVERSEAS HOUSING ALLOWANCE (OHA) RATES:

The 2004 OHA rate tables for this location change periodically; consult the Finance Office for up-to-date amounts. The following rates are as of 1 November 2004 and are in Euro:

Rank/Grade with dependent:

E1-E3: Euro 750; E4: Euro 775; E5: Euro 800; E6: Euro 842; E7: Euro 910; E8: Euro 950; E9: Euro 1,000

Without dependent:

E1-E3: Euro 675; E4: Euro 698; E5: Euro 720; E6: Euro 758; E7: Euro 819; E8: Euro 855; E9: Euro 900

Rank/Grade with dependent:

W1-W2: Euro 950; W3: Euro 1,000; W4-W5: Euro 1,150

Without dependent:

W1-W2: Euro 855; W3: Euro 900; W4-W5: Euro 1,035

Rank/Grade with dependent:

O1: Euro 910; O2: Euro 1,000; O3: Euro 1,150; O4: Euro 1,150 O5: Euro 1,222; O6: Euro 1,300

Without dependent:

O1: Euro 819; O2: Euro 900; O3: Euro 1,035; O4: Euro 1,035; O5: Euro 1,100; O6: Euro 1,170

The utility/recurring maintenance allowances are established by pay grade (officer/enlisted). The allowance is reduced by 25% if the soldier is unaccompanied and not sharing. If the soldier is considered a sharer, divide the allowance at the accompanied rate by the number of sharers to determine each individual's allowance amount. If rent includes all utilities, the soldier is not entitled to this allowance. A soldier whose rent includes some utilities/services may have the utility/recurring maintenance allowance reduced.

#### MOVE IN HOUSING ALLOWANCE (MIHA):

Move In Housing Allowance (MIHA) is intended to reimburse fixed, one-time and non-refundable charges related to occupying economy private rental accommodation and is categorized into three parts: MIHA Miscellaneous, MIHA Rent, and MIHA Security.

MIHA Miscellaneous is payable to all soldiers, regardless of pay grade living in private rental. The dollar amount paid will fluctuate with Euro rates. The amount payable as of 1 November 2004 is Euro 443.

MIHA Rent is an actual expense component paid to renters only. It covers reasonable rent-related expenses in total. These are fixed charges levied by the landlord, landlord's agent or host government, which the soldier must pay before or upon occupying the dwelling place. Examples are estate agency fees, redecoration fees and one-time lease taxes. Advance rent, refundable deposits and recurring costs are excluded. To receive MIHA, housing approval must be given in



advance.

MIHA Security is an actual expense component, which covers reasonable security-related expenses for soldiers assigned to areas where dwellings must be modified to meet terrorist threats. Qualifying areas are listed in the Joint Federal Travel Regulation. Presently, within SETAF, only parts of Turkey qualify for this entitlement.

The approving authority for all MIHA payments, as well as the proponent for the procedure for obtaining reimbursement, is the Housing Division.

#### TEMPORARY LODGING ALLOWANCE (TLA):

Temporary Lodging Allowance (TLA) is authorized to partially reimburse a soldier for the more than normal expenses incurred during occupancy of temporary lodgings outside CONUS.

TLA is normally authorized for soldiers in the rank of SFC and above, for single soldiers without space available in unit barracks or SSG and below with command-sponsored dependents. Applications for TLA are made through the Housing Office in 10-15 day increments. Receipts are required for lodging costs only.

Maximum TLA is determined by the following percentages. Rates are based on the number of soldiers and/or authorized family members entitled to TLA.

\* Soldier or one family member: 65% of locality Per Diem rate. \* Soldier and one or two family members: 100% locality rate. \* For each additional family member over 12 years old add an additional 35% and family members under 12 years old will receive an additional 25%.

To determine the meals portion of the TLA multiply the Meals and Incidental Expenses (M&IE) by the above percentages. If temporary lodging contains facilities for preparing and consuming meals, we reduce that figure by 50%.

NOTE: Per Diem rates normally change every month, so obtain the proper rates from Finance when computing your estimated TLA entitlement.

#### **LOCAL COMMUNITY: TEMPORARY LODGING**

There are many different options for temporary lodging on the local economy in the Vicenza area, ranging from hotels to pensioni (family conducted business). Also very popular in the area are "Agriturismo", family home businesses, offering wonderful meals all made with home-grown products and rooms.

Upon your arrival, please stop by Army Community Service, Davis Hall, Building 108, to ask for off-post lodging information.

Please refer to the topic, Installation-Temporary Lodging, in the Housing Category for information on lodging available on Caserma Ederle.

#### **LOCAL COMMUNITY: RENT**

The average waiting time on the economy is 30 days for private rentals. The Housing Office is the Point of Contact for private rental housing. Please see the Contact/Link for this topic for the Housing Office telephone number and hours of operation.

Most Italian landlords do not allow pets. Large aggressive breeds of dog; i.e., pit bulls or rottweilers are not welcome in Italy. They must be muzzled and on a leash whenever they are

outside the home.

For the most part, there are only apartments in Italy. Houses can be found, but they are very expensive. Four to five bedroom housing is difficult to locate and often exceeds housing allowances. A deposit of one to three months' rent is normally required for private rental housing.

The size of an Italian bedroom is smaller than the normal bedroom size in the United States, and bedrooms do not have built-in closets. Wardrobes will be supplied by the Centralized Furnishings Management Office (CFMO): one per person plus one extra for quarters, as well as kitchen cabinets, light fixtures and medicine cabinets if your apartment does not have them. **DO NOT BRING AMERICAN MAJOR APPLIANCES.** Since Italy has 220-volt electrical current, washers, dryers, cooking ranges, dishwashers and refrigerators are provided for your use for the duration of your assignment.

Be sure to read the Housing Category Overview for important, additional information concerning electrical current, waiting times and housing costs.

### **LOCAL COMMUNITY: BUY**

While it is possible to purchase a home or apartment on the local economy, be aware that (1) real estate in Italy is very expensive and (2) the installation's housing office provides assistance to the Vicenza Military Community in obtaining rental contracts only. It would be your responsibility to independently seek the services of an Italian realtor to assist you.

For information on government housing and private rentals, refer to the Installation-Government and Local Community-Rent topics in the Housing Category.

### **LOCAL COMMUNITY: MOBILE HOMES**

There are no mobile homes in the Local Community. Permanent housing is the only option in the Vicenza area.

### **LOCAL COMMUNITY: UTILITIES**

Personnel residing in private rental housing may take advantage of the Community Family Financial Management Division (CFFMD) Tax Relief Office's (TRO) "Utility Tax Exemption Program" (UTEP) for Methane gas (City Gas), Home Heating Oil and Liquid Propane Gas. The Tax Relief Office requires a refundable deposit of \$210.00 upon application submission and a \$110.00 service fee per year because the Tax Relief Office is a Non-Appropriated Fund function. Remember, though, that by joining UTEP you could save up to 49% on your heating bills. The Directorate of Public Works' Housing Division will work with the customers regarding electricity and water.

The following activation costs, deposits and consumptions are estimates in dollars for non-tax-free utilities. The averages are based on units of all sizes over time.

Estimates for Non-Tax-Free Utilities				
Type	Deposit	Activation Cost	Average per Month	Cost per Year
Gas	\$100.00	\$ 65.00	\$200.00	\$2,400.00
Water	\$ 50.00	\$ 25.00	\$ 30.00	\$ 360.00
Electricity	\$100.00	\$115.00	\$100.00	\$1,200.00
Telephone	\$ 20.00	\$160.00	\$ 40.00*	

\* \$40.00 fixed cost for basic line per two-month billing cycle

#### ELECTRICITY:

The electric company estimates usage based on the size of a residence and the previous tenant's consumption. The electric company processes five estimated billing cycles per year and will provide an accumulated bill once per year. If your estimated bills are less than \$100.00 per billing cycle, it is suggested that you call in your meter reading, so that your usage is brought up to date.

#### GAS:

The Tax Relief Office has agreements with over 30 companies which bill on average four times per year, estimating every other cycle. Customers should ensure they learn how to use their thermostat and heating system so to reduce high gas bills.

#### WATER:

Many water companies bill every six months, so most landlords keep the bill in their name and provide the bill to their tenant. Please ensure that you read your rental agreement so that you know how the water will be billed. If the bill remains in the landlord's name ensure that you receive the copy of the bill before making payment.

#### HOME HEATING OIL (HHO):

The Tax Relief Office requires the same deposit for Home Heating Oil as for methane gas. Home Heating Oil can only be used for housing units, which have autonomous heating systems with an individual storage tank. The only exception to this policy is if authorized users inhabit an entire complex. Average Home Heating Oil customers consume 3,500 liters per year. The FY05 charge is \$0.49 per liter and delivery is within three working days of request.

#### TELEPHONE:

At this time telephone deregulation has been initiated by the Italian government; however, fixed monthly fees must be paid directly to TELECOM ITALIA. Once the line is active, the customer may then choose another service provider for the cost of the actual calls. TELECOM ITALIA has a minimum one-year contract and bills on a two-month cycle; their fixed fees are charged in advance of the usage. REMEMBER, THERE ARE NO FREE CALLS. The cost to call within Italy and to the United States of America has reduced tremendously over the past few years; however, the customer must research the best plan; a couple of ways to save are by using calling cards and call-back systems. It is highly suggested that you DO NOT call or RECEIVE CALLS from satellite phones as both the caller and the called are charged during the duration of the conversation.

ADSL is an Internet service that provides 24-hour a day Internet access at a fixed cost and is available in most towns within Italy, however, is not everywhere. If your decision to move into a residence is based on ADSL availability, research before you rent. ADSL averages from Euro 75 to Euro 150 a billing cycle and is based on speed and rental of equipment.

#### VERY IMPORTANT.....

Contact the Command Office or Consumer Affairs if you think you might have difficulty in paying your bill on or before the due date. Be sure to read all meters on a regular basis. If you know how much you have used, the Consumer Affairs office or the Tax Relief Office can help you compute the charge.